

## **FAQs for Roaming**

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## 1. **5G Roaming**

### 1. **Who can subscribe for 5G Roaming?**

Singtel mobile customers using a 5G enabled mobile device with a 5G NOW subscription or on a 5G XO Plus plan can enjoy 5G Roaming at selected destinations.

### 2. **What data roaming plans can I sign up for in order to enjoy 5G Roaming?**

Customers can sign up for any of the following data roaming plans to enjoy 5G Roaming on supported destinations.

- ReadyRoam Plans from \$5/GB
- DataRoam Unlimited Daily Plan from \$19/day
- DataRoam Monthly Recurring Plans

### 3. **Will I be charged a different pay-per-use rate for 5G Roaming?**

No, you will be charged based on the current prevailing pay-per-use rates. Please click [here](#) for more information.

### 4. **Which destinations support 5G Roaming?**

Here is the list of destinations & operators that support 5G Roaming.

<b>Destination</b>	<b>Operator Name</b>
Australia	Optus
China	China Mobile / China Unicom
Finland	Elisa
Greece	Cosmote
Hong Kong	HKT (PCCW) / China Mobile HK, SmarTone
Indonesia	Telkomsel
Japan	Softbank / KDDI
Monaco	Monaco Telecom
South Korea	SK Telecom
Philippines	Globe Telecom
Saudi Arabia	Zain / Mobily (Etihad Etisalat Company)
South Korea	SK Telecom
Switzerland	Swisscom / Sunrise
Taiwan	Taiwan Mobile
Thailand	AIS (AWN) / TrueMove
UAE	Du/ Etisalat

*Note: This list is subject to updates by Singtel without prior notice.*

### 5. **Which are the supported devices for 5G Roaming?**

These are some of the supported devices.

<b>Brand</b>	<b>Model</b>
Apple (IOS 14.5)	iPhone 12 mini
Apple (IOS 14.5)	iPhone 12
Apple (IOS 14.5)	iPhone 12 Pro
Apple (IOS 14.5)	iPhone 12 Pro Max
Apple (IOS 14.5)	iPad Pro 2021
Huawei	Mate 30 Pro
Huawei	Mate XS
Huawei	P40
Huawei	P40 Pro

Huawei	P40 Pro+
Huawei	Nova 7 SE
Huawei	Mate 40 Pro
Oppo	Find X2 Pro 5G
Oppo	Find X3 Pro 5G
Oppo	Reno 5 5G
Oppo	Reno 5 Pro 5G
Oppo	Reno 5z 5G
Realme	X50 5G
Realme	X50 Pro 5G
Realme	Realme 7 5G
Samsung	Galaxy S20 Ultra 5G
Samsung	Galaxy Note 20 5G
Samsung	Galaxy Note 20 Ultra 5G
Samsung	Galaxy Tab S7+ 5G
Samsung	Galaxy Z Flip 5G
Samsung	Galaxy S20 FE 5G
Samsung	Galaxy Z Fold 2 5G
Samsung	Galaxy S21 5G
Samsung	Galaxy S21+ 5G
Samsung	Galaxy S21 Ultra 5G
Samsung	Galaxy A32 5G
Samsung	Galaxy A42 5G
Samsung	Galaxy A52 5G
Vivo	X50 Pro 5G
Vivo	X50e 5G
Vivo	X60
Vivo	X60 Pro
Vivo	Y52
Xiaomi	MI10T 5G
Xiaomi	MI10T Pro 5G
Xiaomi	Poco F2 Pro 5G
Xiaomi	Mi 11 5G
Xiaomi	Mi 11i 5G
Xiaomi	Mi 11 Lite 5G
Xiaomi	Redmi Note 10 5G

*Note: This list is subject to updates by Singtel without prior notice.*

## 6. Do I need to change any settings on my device to enjoy 5G Roaming?

Please perform the following steps in order to enjoy 5G Roaming:

- Check that the following Data Roaming settings are enabled:
  - Your device setting
  - 'Roaming Settings' within My Singtel app
- Check that 5G network setting is enabled on your device.
- Manually select and connect to any of the 5G available networks mentioned above.

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## 2. LTE Roaming

### 1. What is LTE roaming?

LTE Roaming, also commonly known as 4G Roaming, offers faster speed than 3G. Customers on Singtel's 4G network will be able to seamlessly roam & enjoy a consistent 4G experience enabling rich content data applications with our overseas preferred operators.

### 2. What data roaming plans can I sign up for in order to enjoy LTE roaming?

Customers can sign up for any of the following data roaming plans to enjoy LTE roaming on supported countries.

- DataRoam Unlimited Daily Plan from \$19/day
- DataRoam 100MB Daily at \$10/day
- ReadyRoam 1GB 30 Days from \$12/GB
- DataRoam 200MB/1GB Monthly Recurring Malaysia Plan from \$5/month
- DataRoam 1GB Monthly Recurring Australia Plan at \$10/month

### 3. What are the pre-requisites to sign up for a roaming plan to use LTE roaming?

Only postpaid mobile customers and Broadband on Mobile customers fulfilling the following requirements are eligible to sign up for a DataRoam Plan:

- AutoRoam or Pay-As-U-Roam service
- GPRS
- LTE VAS
- Using a LTE supported device

### 4. Will I be charged a different rate for pay per use on LTE roaming?

No, you will be charged at the prevailing pay per use rates. Please click [here](#) for more information.

### 5. Which are the supported devices for LTE roaming?

These are some of the supported devices.

*Note: This list is subject to updates by Singtel without prior notice. For new device models, please refer to [www.singtelshop.com](http://www.singtelshop.com) for more information.*

Brand	Model
Apple	iPhone 5 / 5S / 5C
BlackBerry	BB Z10 / Q10 / Q5 / Z30 LTE
HTC	One SV / One XL / One / One Max
HTC	8X / Butterfly S / Desire 601
Huawei	P1
Huawei	Mediapad 7 Youth / MediaPad 10 Link LTE
Huawei	Ascend P1 LTE / Ascend P2 LTE
LG	P936 / E975
LG	Optimus F5 LTE / Optimus F5 Non-Camera
LG	Optimus G / Optimus G Pro / G2 LTE
Nokia	Lumia 820 / Lumia 920 / Lumia 925 / Lumia 1020 / Lumia 625
Samsung	Galaxy SII LTE / SIII LTE / S4 LTE
Samsung	Galaxy S4 Active with LTE
Samsung	Galaxy Note LTE / Note II LTE / Note 3 LTE
Samsung	Galaxy ACE 3 LTE
Samsung	Galaxy Note 10.1 LTE / Note 8.0 with LTE
Samsung	Galaxy Mega 6.3 with LTE

Samsung	Galaxy Tab 3 10.1 LTE / Tab 3 7.0 LTE
Sony	Xperia V / Z / SP / Z Ultra / Z1

**6. Can I use a WiFi dongle or tablet for LTE roaming?**

Yes. However the device must be LTE supported to access LTE roaming. Please check with your device manufacturer to determine if your device is LTE supported. In addition, please ensure that you have the pre-requisites indicated in Question 4.

**7. Is there a guaranteed speed for LTE roaming?**

The connection speed is dependent on the Visitor Network’s coverage of the partner operator. Customers may connect back to the 3G network if you are not located within the partner operator’s LTE coverage.

**8. Do I need to change any settings on my device to enjoy LTE roaming?**

Please perform the following steps in order to enjoy LTE roaming:

- Check that the following Data Roaming settings are enabled
  - Your device setting
  - ‘Roaming Settings’ within My Singtel app
- Check that LTE network setting is enabled on your device
- Manually select and connect to preferred network.

**9. Are Multi-SIM users able to use LTE roaming with multiple devices?**

You may not be able to use LTE roaming on all your devices as it is subjected to foreign operator’s network restrictions.

*Note: Multi-SIM customers will incur data roaming charges on a per SIM card basis. For instance, a customer with data roaming switched on for 2 devices (with data roaming usage detected on both devices) will incur charges on both SIM cards.*

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### **3. FAQs for AutoRoam and Pay-As-U-Roam**

#### **1. What is the difference between AutoRoam and Pay-As-U-Roam?**

AutoRoam and Pay-As-U-Roam enables you to connect to Singtel's roaming service in more than 238 international destinations. AutoRoam has a recurring subscription fee of \$10 per month and you can roam with no added surcharge to the Pay-Per-Use roaming rates. Pay-As-U-Roam has no recurring monthly fee, but a 25% surcharge will apply to the Pay-Per-Use roaming rates.

#### **2. I have subscribed to AutoRoam at \$10 per month. How much do I need to pay for the data roaming usage?**

Your data roaming usage will be charged according to the prevailing Pay-Per-Use roaming data rates starting from \$15/MB depending on the country that you are travelling in.

#### **3. I have subscribed to Pay-As-U-Roam. How much do I need to pay for the data roaming usage?**

Your data roaming usage will be charged according to the prevailing Pay-Per-Use roaming data rates starting from \$15/MB depending on the country that you are travelling in. In addition, a 25% surcharge will be applied on the accumulated data roaming rates.

#### **4. I have subscribed to AutoRoam at \$10 per month. Why do I still need to subscribe to a roaming plan?**

AutoRoam is a roaming enabler that enables you to connect to Singtel's roaming service in more than 238 international destinations. To avoid incurring Pay-Per-Use roaming data rates that start from \$15/MB, you can subscribe to a roaming plan that suit your needs. Visit My Singtel app to view the range of roaming plans.

#### **5. I have subscribed to Pay-As-U-Roam. Why do I still need to subscribe to a roaming plan?**

Pay-As-U-Roam is a roaming enabler that enables you to connect to Singtel's roaming service in more than 238 international destinations. To avoid incurring Pay-Per-Use roaming data rates that start from \$15/MB and an additional surcharge of 25%, you can subscribe to a roaming plan that suit your needs. Visit My Singtel app to view the range of roaming plans.

*Note: The 25% surcharge is not applicable on the subscription of all roaming plans.*

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#### **4. FAQs for ReadyRoam & Auto Subscribe to ReadyRoam**

##### **1. What are the pre-requisites for subscribing to ReadyRoam?**

- a. You must have either
  - An AutoRoam or Pay-As-U-Roam subscription; and
  - GPRS service;
- b. You must be a Singtel postpaid mobile customer with a mobile line registered under your personal NRIC. Please check with your respective account manager if your mobile line is registered under business registered number (BRN).
- c. You should not have Auto-Subscribed to DataRoam Unlimited Daily.

##### **2. What are the channels available for me to subscribe to ReadyRoam?**

You can subscribe to the plan via the following channels:

- My Singtel app > Roaming
- Dial \*100# while overseas
- Dial \*7626 in Singapore or SMS \*7626 to 3333 while overseas (Roaming SMS charges apply)
- Call 1688 (S\$10 activation fee applies)

##### **3. Will the start and end date of ReadyRoam plans be based on the timing of the foreign destination that I am in?**

Yes, the start and end date of ReadyRoam plans will be based on the timing of the foreign destination that you are in.

##### **4. I am transiting via Japan on 1 November and will arrive in USA on 31 October. Which start date should I select for ReadyRoam 3GB 30 Days 81 Destinations Plan to data roam in both destinations?**

As USA is 13 hours behind Japan, please select the start date as 31 October to use the ReadyRoam 3GB data bundle across both destinations.

##### **5. Can I subscribe to ReadyRoam plans in advance?**

Yes, you can subscribe up to 30 days in advance of the selected start date.

##### **6. Can I subscribe to another ReadyRoam 30 Days Plan after I have utilised the purchased data bundle within 30 days?**

You do not need to subscribe to another ReadyRoam plan as another new data bundle will be automatically provisioned to you when you have fully utilised the purchased data bundle within the current plan's 30-day validity period.

##### **7. What happens if I did not completely utilise the purchased data bundle within 30 days?**

There will be no refund given for unused data allowance. All unused data allowance will expire at 23:59hrs (foreign destination time) of the 30<sup>th</sup> day upon activation.

**8. I am travelling to Malaysia and Thailand. Can I use ReadyRoam 1GB 30 Days 9 Destinations Plan in both destinations?**

Yes, you can use the 1GB data bundle across any of the 9 destinations if your travel period to both destinations is within 30 days. E.G. 500MB in Malaysia and 500MB in Thailand.

**9. I am travelling to Malaysia and Thailand and have both DataRoam 2GB Malaysia Monthly Recurring and ReadyRoam 1GB 30 Days 9 Destinations. Can I subscribe to both roaming plans for my trip?**

Yes, you can subscribe to both roaming plans. If you are in Malaysia first, data usage will be deducted from DataRoam 2GB Malaysia Monthly Recurring Plan followed by ReadyRoam 1GB 30 Days 9 Destinations Plan. When the bundled data from both plans have been fully utilised, you will be automatically provisioned with another 1GB of data at \$12.

**10. I am travelling to Vietnam and Myanmar. Can I use ReadyRoam 1GB 30 Days 9 Destinations Plan in both destinations?**

You will have to subscribe to ReadyRoam 2GB 30 Days 18 Destinations Plan in order to have your data roaming usages covered by our ReadyRoam plans.

**11. I am travelling to China and Indonesia. Can I use ReadyRoam 2GB 30 Days 18 Destinations in both destinations?**

Yes, you can use the 2GB data bundle across any of the 18 destinations if your travel period is within 30 days. E.G. 1GB in China and 1GB in Indonesia.

**12. I am travelling to China and Indonesia and have both ReadyRoam 1GB 30 Days 9 and 2GB 30 Days 18 Destinations plans. Can I subscribe to both roaming plans for my trip?**

Yes, you can subscribe to both roaming plans. If you are in Indonesia first, data usage will be deducted from ReadyRoam 1GB 30 Days 9 Destinations Plan followed by ReadyRoam 2GB 30 Days 18 Destinations Plan. When the bundled data from both plans have been fully utilised and you are still in Indonesia, you will be automatically provisioned with another 1GB of data at \$12. If you are in China, another 2GB of data will be provisioned automatically to you at \$20.

**13. I am travelling to South Korea and Italy. Can I use ReadyRoam 3GB 30 Days 81 Destinations in both destinations?**

Yes, you can use the 3GB data bundle across any of the 81 destinations if your travel period is within 30 days. E.G. 1.5GB in South Korea and 1.5GB in Italy.

**14. I am travelling to South Korea and Italy and have both ReadyRoam 2GB 30 Days 18 and 3GB 30 Days 81 Destinations plans. Can I subscribe to both roaming plans for my trip?**

Yes, you can subscribe to both roaming plans. If you are in South Korea first, data usage will be deducted from ReadyRoam 2GB 30 Days 18 Destinations Plan followed by ReadyRoam 3GB 30 Days 81 Destinations Plan. When the bundled data from both plans have been fully utilised and you are still in South Korea, you will be automatically provisioned with another 2GB of data at \$20. If you are in Italy, another 3GB of data will be provisioned automatically to you at \$40.



**15. Will I receive any alerts on my data usage consumption?**

Yes, alerts will be sent to you when you have utilised 80% and 100% of your bundled data. You can set the alert settings via My Singtel app > Roaming.

Do note that the expiry alerts will be sent on Singapore time zone.

**16. How can I check my data usage consumption?**

You can check via the following channels:

Channels	Location
a. My Singtel app > Roaming > Roaming Settings b. Dial *7626 and select '11' (My DataRoam Settings) > '1' (View Usage)	In Singapore
c. Dial *100# and reply to the option stating "DataRoam Settings > select '2' (View usage) d. My Singtel app > Roaming e. SMS *7626 to 3333, and select '11' (My DataRoam Settings) > '1' (View Usage)	While overseas

**17. I have subscribed to ReadyRoam 3GB 30 Days 81 Destinations Plan from 1 to 30 November. Why have I received expiry alerts on 29 November?**

The expiry alerts are sent based on Singapore timing (GMT +8). However, the end date of the plan is based on the foreign destination that you are in. Please ignore the expiry alert as you can still enjoy the plan till 23:59hrs on 30 November (USA timing).

**18. Can I sign up for two or more ReadyRoam plans of the same zone?**

No, you can subscribe only to one ReadyRoam plan of the same zone within the 30-day period. Another bundled data will be provisioned automatically to you when you have fully utilised the purchased data bundle. Hence, you do not need to subscribe to two or more ReadyRoam plans of the same zone.

**19. Can I sign up for all three ReadyRoam plans at the same time?**

Yes, you can subscribe to all three ReadyRoam plans within the same 30-day period. Data usage will be deducted from ReadyRoam 1GB 30 Days 9 Destinations first followed by ReadyRoam 2GB 30 Days 18 Destinations and lastly ReadyRoam 3GB 30 Days 81 Destinations.

**20. Can I subscribe to ReadyRoam plan and DataRoam Unlimited Daily for the same destination within the same travelling period?**

Yes. Data usage will be deducted from the DataRoam Unlimited Daily first. Data will only be deducted from your ReadyRoam plan bundle on the days that you do not have a DataRoam Unlimited Daily Plan.

**21. I am Auto-Subscribed to DataRoam Unlimited Daily. Can I subscribe to ReadyRoam plans?**

Please note that you will not be able to subscribe to ReadyRoam plans if you have auto-subscribed to DataRoam Unlimited Daily. Please unsubscribe from the auto-subscription via My Singtel app.

**22. If I have activated a ReadyRoam plan but would like to have more data, can I terminate my ReadyRoam plans and subscribe to a DataRoam Unlimited Daily plan instead?**

No, once ReadyRoam plan has been activated at 00:00hrs of the requested start date, you will not be able to terminate the plan. However, you can subscribe to an additional DataRoam Unlimited Daily Plan to enjoy unlimited data roaming for the same travelling period.

**23. Is there Pay-As-U-Roam surcharge for the subscription of ReadyRoam plans?**

No, there is no Pay-As-U-Roam surcharge for the subscription of ReadyRoam plans.

**24. How will the charges for ReadyRoam plan be reflected in my bill?**

Below is a sample bill of how the subscription charge will be reflected.

Date of Bill	27 Jun 2017	Bill - ID	0045	Account No.	Deposit (SGD)	0.00
						<b>Amount (SGD)</b>
Balance Brought Forward from Previous Bill						29.41 -
Credit Balance (Payment after 23 Jun 2017 is not shown on this bill)						29.41 -
Total Current Charges Due By 11 Jul 2017						142.60
<b>Total Amount Due</b>						<b>113.19</b>
<b>Amount will be deducted from your account with DBS on 11 Jul 2017.</b>						

  

Details of Current Charges		
<b>MOBILE NO. 88888888</b>		
<i>Includes FREE: 4G VAS, AutoRoam Subscription, Caller-ID, Store &amp; Share (2GB), 1500 Local SMS/MMS, 3GB Local Data Bundle (Combo 3 Plan), 300 mins Local Outgoing Calls, Additional 6GB Local Data Bundle (DataX3), Addl 1GB Local Data Bundle (Viu Premium), Local Incoming Calls</i>		
G Combo 3 Plan (with 3GB Local Data)	19 Jun 2017 to 18 Jul 2017	58.79
G Viu Premium	19 Jun 2017 to 18 Jul 2017	7.38
G DataX3	19 Jun 2017 to 18 Jul 2017	9.25
ReadyRoam 2GB 30 Days 18 Destinations	25 May 2017	20.00
ReadyRoam 3GB 30 Days 81 Destinations	26 May 2017	40.00

If you have exceeded the bundled data, the automatically provisioned charges will be reflected within your next 2 subsequent bills. The difference in the timing of the subscription charge and automatically provisioned charge is due to the system consolidating your data roaming usage and calculating how many automatically provisioned charges you have incurred.

Date of Bill	<b>24 Jul 2017</b>	Bill - ID	<b>0046</b>	Account No.		Deposit (SGD)	<b>0.00</b>
							<b>Amount (SGD)</b>
Balance Brought Forward from Previous Bill							113.19
Payment by GIRO 12 Jul 2017							113.19 -
Outstanding Balance							0.00
Total Current Charges Due By 07 Aug 2017							140.53
<b>Total Amount Due</b>							<b>140.53</b>
<b>Amount will be deducted from your account with DBS on 07 Aug 2017.</b>							

**Details of Current Charges**

**MOBILE NO. 88888888**  
*Includes FREE: 4G VAS, AutoRoam Subscription, Caller-ID, Store & Share (2GB), 3GB Local Data Bundle (Combo 3 Plan), 300 mins Local Outgoing Calls, Additional 6GB Local Data Bundle (DataX3), Addl 1GB Local Data Bundle (Viu Premium), Local Incoming Calls*

G Combo 3 Plan (with 3GB Local Data)	19 Jul 2017 to 18 Aug 2017		58.79
DataRoam 1GB Monthly: Malaysia - Maxis & Digi	16 Jul 2017 to 18 Jul 2017 (Prorated Charge)		1.00
DataRoam 1GB Monthly: Malaysia - Maxis & Digi	19 Jul 2017 to 18 Aug 2017		10.00
G Viu Premium	19 Jul 2017 to 18 Aug 2017		7.38
G DataX3	19 Jul 2017 to 18 Aug 2017		9.25
ReadyRoam 2GB 30 Days 18 Destinations	25 May 2017 to 24 Jun 2017	2 GB	40.00
Chg			

**25. I received a SMS informing me that I have been migrated to a new billing system. How will the charges for ReadyRoam plan be reflected in the new bill?**

Below is a sample bill of how the subscription charge will be reflected in the new bill.

<b>One Time Charge</b>	<b>57.00</b>
(10 May 2017)	
G SIM Card	35.00
G Service Registration Fee	10.00
(11 May 2017)	
Z ReadyRoam 1GB 30 Days 9 Destinations (11-May-17 to 09-Jun-17)	12.00

If you have exceeded the purchased bundled data, the automatically provisioned charges will be reflected under Data Roaming Usage section within the same bill.

<b>Data Roaming Usage (1MB = 1024KB)</b>	<b>12.00</b>
Date Destination Volume	
Malaysia - DiGi Telecom	
11 May E-IDEAS	12.00
1.5000 GB	

For example, you have subscribed to a ReadyRoam 1GB 30 Days 9 destinations Plan and incurred 1.5GB of data in Malaysia. The subscription price of \$12 will be reflected under the 'One Time Charge' section. The automatically provisioned charges of \$12 for the excess 500MB will be reflected under 'Data Roaming Usage' section.

**26. When should I activate Auto-Subscribe to ReadyRoam plans (AutoReadyRoam)?**

If you are a frequent traveler who travels to multiple destinations, AutoReadyRoam saves you the hassle of manually activating a ReadyRoam plan each time you travel. When you use roaming in any of the 81 destinations on our preferred networks, we will automatically activate the best multi-destination ReadyRoam plan for you.

**27. What are the channels available for me to activate AutoReadyRoam?**

To activate AutoReadyRoam, you only need to perform a one-time activation via My Singtel app > Roaming > Roaming Settings > Auto-subscribe to ReadyRoam

**28. Do I need to pay for the AutoReadyRoam service?**

No, AutoReadyRoam is a FREE service which you can subscribe before you travel. However, the subscription fee of the activated ReadyRoam plans are charged separately at \$12/ \$20/ \$40.

**29. Will the cheapest ReadyRoam plan be activated automatically when I travel to any of the 81 countries?**

Yes, the lowest ReadyRoam tier will be automatically activated for all countries except Malaysia. When you use data roaming in Malaysia, ReadyRoam 9 Destinations plan at \$12 will be automatically activated for you instead of the ReadyRoam Malaysia plan at \$5.

**30. I am traveling to Malaysia only, why is the ReadyRoam 9 Destinations plan at \$12 being automatically activated for me instead of the ReadyRoam Malaysia plan at \$5?**

AutoReadyRoam is a feature that is suited for frequent travelers who are traveling to multiple destinations. If you are traveling to Malaysia only, you can subscribe the ReadyRoam Malaysia plan at \$5 via My Singtel app before your travel.

If you are a frequent traveler to Malaysia, you can also subscribe to our DataRoam 2GB Monthly Recurring Malaysia plan at \$10 per month. If you have subscribed to any of the Malaysia plans mentioned above, you will not be automatically activated with a ReadyRoam 9 Destinations plan at \$12 via AutoReadyRoam when you use data roaming in Malaysia.

**31. What happens if I am subscribed to AutoReadyRoam and I subscribe for a ReadyRoam 2GB 30 Days 18 Destinations plan manually before my travel?**

If you have subscribed to any ReadyRoam plans manually via My Singtel app, \*7626, \*100# or 1688 hotline, your subscription will be successful, and you will receive a confirmation SMS. Additional ReadyRoam plans for the same coverage will not be automatically activated via AutoReadyRoam when you start to use data roaming in the foreign destination.

For example, you have already subscribed to AutoReadyRoam and you manually activate a ReadyRoam 9 Destinations plan via My Singtel app before you leave Singapore. You will receive a confirmation SMS upon successful activation of your ReadyRoam 9 Destinations plan. When you use data roaming in any of the 9 destinations, you will not be auto-activated with another ReadyRoam plan via AutoReadyRoam. In your bill, you will only be charged with one ReadyRoam 9 Destinations plan at \$12. If you enter a destination that is not covered under the ReadyRoam 9 Destinations plan, then another ReadyRoam plan of a higher tier will be automatically activated for you.

**32. I am travelling to more than one country in 30 days, will I be charged for two plans?**

AutoReadyRoam will automatically activate the most appropriate multi-destination ReadyRoam plan for you when data usage is detected on a preferred operator network in any of the 81 destinations covered.

For example:

- a. If you travel to Australia (first country), ReadyRoam 1GB 9 Destinations at \$12 will be automatically activated. If you travel to Indonesia (second country) within the next 30 days, no additional ReadyRoam plans will be auto-activated as both countries are covered under the ReadyRoam 9 Destinations plan.
- b. If you travel to USA (first country), ReadyRoam 3GB 81 Destinations at \$40 will be automatically activated. If you travel to Indonesia (second country) within the next 30 days, no additional

ReadyRoam plans will be auto-activated as both countries are covered under the ReadyRoam 81 Destinations plan.

- c. If you travel to Australia (first country), ReadyRoam 1GB 9 Destinations at \$12 will be automatically activated. If you travel to USA (second country), ReadyRoam 3GB 81 Destinations at \$40 will be automatically activated because ReadyRoam 1GB 9 Destinations does not cover USA. In your bill, you will be charged for both ReadyRoam plans at \$12 and \$40 respectively.

Your 30-day coverage for each ReadyRoam plan will commence from the day the plan is activated. For example: You travel to Australia on 5 Nov, followed by USA on 20 Nov. Australia activation for ReadyRoam 9 Destinations will be from 05 Nov to 04 Dec, and USA activation for ReadyRoam 3GB 81 Destinations will be from 20 Nov to 19 Dec.

### **33. What happens when my bundled data is used up?**

Excess roaming data will be charged at \$12/ \$20/ \$40 depending on the ReadyRoam plan that has been auto-activated and the destination where you incur the roaming data usages.

For example:

- a. If you travel to both Australia (first country) and Indonesia (second country), ReadyRoam 9 Destinations at \$12 will be activated automatically. If you exceed the 1GB data in either countries, another 1GB will be activated automatically at \$12.
- b. If you travel to both Indonesia (first country) and Japan (second country), ReadyRoam 9 Destinations at 1GB for \$12 and ReadyRoam 18 Destinations at 2GB for \$20 will be activated automatically.
  - If you exceed the 1GB data in Indonesia before traveling to Japan, another 1GB will be activated automatically at \$12.
  - If you exceed the 2GB data in Japan, another 2GB will be activated automatically at \$20.
  - If you travel to Indonesia again after Japan, excess roaming data usage will be deducted from the ReadyRoam 18 Destinations plan if you have leftover data. Once you have used up the left over bundled data from ReadyRoam 9 Destinations, the roaming data usage will be deducted from 18 Destination plan if you have leftover data. Once you used up the leftover bundled data from ReadyRoam 18 Destinations, another 1GB from ReadyRoam 9 Destinations will be activated automatically at \$12.
- c. If you travel to both USA (first country) and Indonesia (second country), ReadyRoam 81 Destinations at \$40 will be activated automatically. If you exceed the data bundle allowance in either countries, another data bundle will be activated automatically at \$40.

### **34. What happens if I am subscribed to AutoReadyRoam and I travel to a destination that is not covered by any of the ReadyRoam plans?**

If you travel to any destinations that is not covered by our ReadyRoam plans, the ReadyRoam Network Lock will be activated and your data roaming usage will be restricted. You will receive a SMS to guide you on how to subscribe to another roaming plan that is available for the destination you are in.

### **35. I am currently subscribed to the Auto-subscribe to DataRoam Unlimited Daily, can I also subscribe to the AutoReadyRoam?**

If you are currently auto-subscribed to DataRoam Unlimited Daily, you will need to unsubscribe the auto-subscription from My Singtel app > Roaming Settings. You will be able to subscribe to AutoReadyRoam thereafter.

**36. What is the difference between AutoReadyRoam and Auto-subscribe to DataRoam Unlimited Daily?**

AutoReadyRoam automatically activates the most appropriate tier of multi-destination ReadyRoam plan that include the 1GB 30 Days 9 Destinations plan at \$12, 2GB 30 Days 18 Destinations plan at \$20 and 3GB 30 Days 81 Destinations plan at \$40, when you use data roaming in any of the 81 destinations on our preferred operator networks.

Auto-Subscribe DataRoam Unlimited Daily automatically activates a DataRoam Unlimited Daily plan at \$19/ \$25/ \$29 per day when data usage is detected on our preferred networks in over 100 destinations.

**37. I am a MobileShare customer and have subscribed to AutoReadyRoam on my main line. Will my supplementary lines be able to enjoy this feature as well?**

All roaming plans are not shareable between the main and supplementary lines for MobileShare. If your supplementary lines would like to enjoy the AutoReadyRoam service, they will need to subscribe to it via My Singtel app.

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## 5. **FAQs for DataRoam Monthly Recurring Malaysia**

### 1. **What are the pre-requisites for subscribing to DataRoam 2GB Monthly Recurring Malaysia?**

- a. You must have either
  - An AutoRoam or Pay-As-U-Roam service; and
  - GPRS service
- b. You must be a Singtel postpaid mobile customer
- c. You should not have Auto-Subscribed to DataRoam Unlimited Daily.

### 2. **What are the channels available for me to subscribe to DataRoam 2GB Monthly Recurring Malaysia?**

You can subscribe to the plan via the following channels

- My Singtel app > Roaming
- Dial \*100# while overseas
- Dial \*7626 in Singapore or SMS \*7626 to 3333 while overseas (Roaming SMS charges apply)
- Online via [My Account](#)

### 3. **Can I carry forward any unused data to the following month?**

No, you are not able to.

### 4. **How will I be charged if I have used up my 2GB data bundle?**

Excess data beyond the 2GB data bundle on Maxis or Digi network will be chargeable at \$0.005/MB (~\$5/GB).

### 5. **How will I be charged if I do not use data on Maxis or Digi network?**

Network lock will be activated therefore you will not be able to use data on non-preferred network (Celcom and U Mobile). However, if you decide to disable network lock and use data, you will be chargeable at \$25/MB.

*Note: If you have turn off Network Lock before, you will have to manually turn on to be protected.*

### 6. **What is the contract term? Do I have to pay a penalty if I terminate on the 2<sup>nd</sup> month?**

This is a 1-month plan, so if you terminate your plan on the 2<sup>nd</sup> month, you are not required to pay a penalty.

### 7. **Will the plans terminate automatically after 1 month?**

No, it will not terminate automatically. To terminate the plan, please submit your termination request via [My Account](#) or My Singtel app. Alternatively, please call the 1688 hotline (admin fee of \$10 applies). No refund will be given for any unused portion of the subscription.

### 8. **What happens if I sign up in the middle of my bill cycle? Will it be subjected to pro-ration?**

Your subscription will be pro-rated. In addition, you will get to enjoy the full 2GB data bundle.

### 9. **What happens if I transfer my line to someone else?**

The service will be available to the transferee (Customer B). The transferee follows transferor's (Customer A) tenure.

**10. I have both DataRoam Unlimited Daily Malaysia Plan and DataRoam 2GB Monthly Recurring Malaysia Plan. When I use my data, what is the sequence of data deduction from both plans?**

Data usage will be deducted from the bundled data in your DataRoam Unlimited Daily Malaysia Plan, followed by DataRoam 2GB Monthly Recurring Malaysia Plan.

**11. Are MobileShare lines eligible for DataRoam 2GB Monthly Recurring Malaysia?**

Yes, MobileShare supplementary lines can sign up for this plan. However, the data bundle cannot be shared between the main and supplementary lines.

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## 6. FAQs for DataRoam 1GB Monthly Recurring Australia

### 1. What are the pre-requisites for subscribing to DataRoam 1GB Monthly Recurring Australia?

- a. You must have either
  - An AutoRoam or Pay-As-U-Roam service; and
  - GPRS service
- b. You must be a Singtel postpaid mobile customer
- c. You should not have Auto-Subscribed to DataRoam Unlimited Daily

### 2. What are the channels available for me to subscribe to DataRoam 1GB Monthly Recurring Australia?

You can subscribe to the plan via the following channels

- My Singtel app > Roaming
- Dial \*100# while overseas
- Dial \*7626 in Singapore or SMS \*7626 to 3333 while overseas (Roaming SMS charges apply)
- Online via [My Account](#)

### 3. Can I carry forward any unused data to the following month?

No, you are not able to.

### 4. How will I be charged if I have used up my 1GB data bundle?

Excess data beyond the 1GB data bundle on Optus network will be chargeable at \$0.009/MB (≈\$10/GB).

### 5. How will I be charged if I do not use data on Optus network?

Network Lock will be activated therefore you will not be able to use data on non-preferred network (Telstra and Vodafone). However, if you decide to disable Network Lock and use data, you will be chargeable at \$35/MB.

*Note: If you have switched off Network Lock before, you will have to manually switch it on to be protected.*

### 6. What is the contract term? Is there a penalty if I terminate on the 2<sup>nd</sup> month?

This is a 1-month plan. So if you terminate your plan on the 2<sup>nd</sup> month, you are not required to pay a penalty.

### 7. Will the plan terminate automatically after 1 month?

No, it will not terminate automatically. To terminate the plan, please submit your termination request via [My Account](#) or My Singtel app. Alternatively, please call the 1688 hotline (admin fee of \$10 applies). No refund will be given for any unused portion of the subscription.

### 8. What happens if I subscribe in the middle of my bill cycle? Will it be subjected to pro-ration?

Your subscription charge will be pro-rated. In addition, you will enjoy the full 1GB data bundle.

### 9. What happens if I transfer my line to someone else?

The service will be available to the transferee (Customer B). The transferee follows transferor's (Customer A) tenure.

**10. I have both DataRoam Monthly Recurring Plan for multiple destinations and DataRoam 1GB Monthly Recurring Australia Plan. When I use my data, what is the sequence of data deduction from both plans?**

Data usage will be deducted from the bundled data in your DataRoam 1GB Monthly Recurring Australia Plan, followed by DataRoam Monthly Recurring Plan for multiple destinations.

**11. I have both DataRoam Unlimited Daily Australia Plan and DataRoam 1GB Monthly Recurring Australia Plan. When I use my data, what is the sequence of data deduction from both plans?**

Data will be deducted from DataRoam Unlimited Daily Australia Plan first, followed by DataRoam 1GB Monthly Recurring Australia Plan.

**12. Are MobileShare lines eligible for DataRoam 1GB Monthly Recurring Australia?**

Yes, MobileShare supplementary lines can sign up for the plan. However, the data bundle cannot be shared between the main and supplementary lines.

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**7. FAQs for DataRoam Unlimited Daily & Auto-Subscribe Unlimited Daily**

**1. What is the coverage for DataRoam Unlimited Daily Plans?**

\$19/day	\$25/day	\$29/day	
Australia	Anguilla	Albania	Kuwait
Brunei	Antigua and Barbuda	Argentina	Latvia
Burkina Faso	Bangladesh	Armenia	Lithuania
Cambodia	Barbados	Aruba	Macedonia
Chad	Cayman Islands	Austria	Malta
Gabon	China	Azerbaijan	Mauritius
Ghana	Dominica	Belarus	Mexico
Hong Kong	El Salvador	Bahrain	Monaco
India	Grenada	Belgium	Mongolia
Indonesia	Jamaica	Belize	Montenegro
Kenya	Japan	Brazil	Morocco
Kyrgyzstan	Jersey	British Virgin Islands	Mozambique
Laos	Liechtenstein	Bulgaria	Myanmar
Macau	Luxembourg	Canada	Nauru
Madagascar	Montserrat	Cape Verde	Nepal
Malaysia	Nicaragua	Chile	Netherlands
Niger	Panama	Colombia	New Zealand
Nigeria	Papua New Guinea	Congo DRC	Norway
Pakistan	Peru	Costa Rica	Oman
Philippines	Saudi Arabia	Cote d' Ivoire (Ivory Coast)	Palestine
Seychelles	Serbia	Croatia	Paraguay
Sierra Leone	Slovenia	Cyprus	Poland
South Korea	St. Kitts and Nevis	Czech Republic	Portugal
Sri Lanka	St. Lucia	Denmark	Qatar
Taiwan	St. Vincent	Dominican Republic	Reunion
Tanzania	Turks and Caicos	Ecuador	Romania
Thailand	Uzbekistan	Egypt	Russia
Timor-Leste		Estonia	Rwanda
Uganda		Faroe Islands	Slovak Republic
		Fiji	South Africa
		Finland	Spain
		France	Sweden
		Germany	Switzerland
		Georgia	Tajikistan
		Greece	Tonga
		Guam	Tunisia
		Guatemala	Turkey
		Guernsey	UAE
		Haiti	United Kingdom (UK)
		Hungary	Ukraine
		Iceland	Uruguay
		Iran	USA
		Ireland	Vanuatu
		Isle of Man	Vietnam
		Israel	Zambia
		Italy	
		Jordan	
		Kazakhstan	

## 2. What are the pre-requisites for subscribing to DataRoam Unlimited Daily Plans?

- a. You must have either
  - An AutoRoam or Pay-As-U-Roam service; and
  - GPRS service
- b. You must be a Singtel postpaid mobile customer
- c. You should not have Auto-Subscribed to DataRoam Unlimited Daily.

## 3. What are the channels available for me to subscribe to DataRoam Unlimited Daily Plans?

You can subscribe to DataRoam Unlimited Daily Plans via the following channels

- My Singtel app > Roaming
- Dial \*100# while overseas
- Dial \*7626 in Singapore or SMS \*7626 to 3333 while overseas (Roaming SMS charges apply)

## 4. Can I subscribe to DataRoam Daily Unlimited Plans in advance?

Yes, you can subscribe to the plans up to 7 days in advance.

## 5. Why am I charged for data roaming usage even when I'm in Singapore?

Due to our close proximity to our neighboring countries, you may occasionally receive a signal from an overseas operator even though you are in Singapore. If you encounter such a problem, to prevent accidentally roaming to a foreign network, please manually select 'Singtel' on your mobile handset/device.

## 6. Why am I being charged for data roaming even though I have signed up for DataRoam Unlimited Daily Plans?

DataRoam Unlimited Daily Plans are only applicable if you log on to the preferred networks. Please ensure you are logged on to the correct partner network when roaming overseas. Please activate My Singtel app and select "Roaming" or refer to our Roaming User Guide for a list of our preferred networks.

## 7. What is the supported network and handset display for my DataRoam Unlimited Daily Plans?

You can view the partner networks online [here](#) or via My Singtel app > "Roaming".

## 8. Will I receive any expiry and usage alerts for my DataRoam Unlimited Daily Plans?

Yes, you will receive alerts 3 hours before your plan expires and upon expiry.

*Note: Alerts are sent out based on Eastern Standard Time for destinations with multiple time zones.*

## 9. Are the alerts free?

There is no roaming charge when you receive the SMS alert. However, there will be data charges if you choose to view email alerts via mobile. Please note that if you wish to activate a roaming plan via SMS while overseas (SMS '\*7626' to 3333), you will be liable for roaming SMS charge.

## 10. How can I view my data roaming usage?

You can view it via the following channels:

- a. Activate My Singtel app and select Roaming
- b. Dial \*7626 (from Singapore) or SMS '\*7626' to 3333 (when overseas)
- c. Flash Message (\*100#) when you are overseas

*Please note that the prevailing roaming SMS or roaming data charges apply if you are checking overseas.*

### **11. What is Daily Fair Usage Policy?**

In order to provide customers with fast and reliable mobile internet service, all DataRoam Unlimited Daily Plans are subject to daily fair usage policy. If you exceed the daily fair usage, Singtel will impose a speed limit (64kbps) on data roaming services without prior notification. This speed limit will be lifted at 00:00 hours (based on overseas time) the following day.

### **12. When should I activate the auto-subscription to DataRoam Unlimited Daily Plans?**

If you are a frequent traveller who would like to enjoy seamless mobile data connectivity, you can auto-subscribe to a DataRoam Unlimited Daily Plan when you use data roaming in over 100 destinations. An unlimited daily data plan will be automatically activated when data usage is detected on preferred network in any Singtel-covered destination.

### **13. What are the channels available for me to auto-subscribe to DataRoam Unlimited Daily Plans?**

To auto-subscribe to DataRoam Unlimited Daily Plans, you only need to perform a one-time activation in one of the following ways:

- a. Dial \*1626 (Follow the SMS instructions to Auto-Subscribe to DataRoam Unlimited Daily)
- b. My Singtel app > Roaming > Roaming Settings > Auto-Subscribe to DataRoam

### **14. Do I need to pay for the auto-subscription to DataRoam Unlimited Daily Plans?**

No, auto-subscription to DataRoam Unlimited Daily is a free service. However, the subscription fee of the activated DataRoam Unlimited Daily Plans are charged separately and are based on prevailing rates which can be found [here](#).

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## 8. **FAQs for Fair Usage Policy**

### 1. **What is included in my DataRoam Unlimited Daily Plan subscription?**

For a daily flat rate, you will enjoy unlimited data for the day.

### 2. **What is Daily Fair Usage Policy?**

Daily Fair Usage Policy is designed to reduce the speeds of only the 5% of users who are responsible for generating large volumes of traffic on our roaming partner's network. These users often have file sharing software or peer-to-peer/torrent apps on their phones or tablets, and download large-format files such as music, videos and movies consistently.

In order to provide customers with fast and reliable mobile internet service, all DataRoam Unlimited Daily and BlackBerry DataRoam plans subscribers are subject to daily fair usage policy. If Customers exceed the daily fair usage, Singtel will impose a speed limit (64kbps) on data roaming services without prior notification. This speed limit will be lifted at 00:00 hours (based on overseas time) the following day.

### 3. **Is the Fair Usage Policy being communicated on the website?**

Please find the Fair Usage Policy under the Terms & Conditions for DataRoam Unlimited Daily [here](#).

### 4. **What is the Daily Fair Usage Limit?**

The Daily Fair Usage Limit is subjected to change without prior notification depending on network capacity and traffic management.

### 5. **Will I still be able to use data roaming after I have exceeded the Daily Fair Usage Limit?**

You may have trouble with heavy internet activities like streaming and downloads, but you can still continue to surf websites, use Facebook, Twitter, etc.

### 6. **Are there any alternatives to increase the speed limit after I have exceeded the Daily Fair Usage Limit?**

No, there are no alternatives to increase the speed limit after you have exceeded the Daily Fair Usage Limit. The Fair Usage Policy will be lifted the next day and you can continue to enjoy normal surfing speeds.

DataRoam Unlimited Daily Plans are generally meant for normal surfing, emails, browsing and search activities. Customers who frequently use file-sharing software or peer-to-peer/torrent apps on their phones/tablets to download large files such as music, videos and movies consistently are usually affected by Fair Usage Policy.

### 7. **Why am I experiencing slow data roaming speeds?**

Data roaming speed may vary depending on:

- Overseas network coverage
- Overseas network capacity
- Daily Fair Usage Policy

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## 9. FAQs for DataRoam 100MB Daily

### 1. What is the coverage for DataRoam 100MB Daily?

<b>Asia</b>	Bahrain, Bangladesh, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Kyrgyzstan, Laos, Macau, Malaysia, Mongolia, Myanmar, Nepal, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Timor-Leste, Uzbekistan, Vietnam
<b>Americas</b>	Anguilla, Antigua and Barbuda, Argentina, Barbados, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Dominica, Dominican Republic, Ecuador, El Salvador, Grenada, Guatemala, Jamaica, Mexico, Montserrat, Nicaragua, Panama, Peru, St. Kitts and Nevis, St. Lucia, St. Vincent, Turks and Caicos, USA, Uruguay
<b>Europe</b>	Albania, Austria, Belarus, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom
<b>Africa</b>	Burkina Faso, Chad, Congo (DRC), Cote d'Ivoire (Ivory Coast), Egypt, Gabon, Ghana, Kenya, Madagascar, Mauritius, Morocco, Mozambique, Niger, Nigeria, Reunion, Rwanda, Seychelles, Sierra Leone, South Africa, Tanzania, Zambia
<b>Middle East</b>	Bahrain, Iran, Israel, Jordan, Kuwait, Oman, Qatar, Saudi Arabia, UAE
<b>Oceania</b>	Australia, Fiji, Guam, Nauru, New Zealand, Papua New Guinea, Tonga, Vanuatu

### 2. What are the pre-requisites for subscribing to DataRoam 100MB Daily?

- a. You must have either
  - An AutoRoam or Pay-As-U-Roam service; and
  - GPRS service
- b. You must be a Singtel postpaid mobile customer
- c. You should not have Auto-Subscribed to DataRoam Unlimited Daily.

### 3. What are the channels available for me to subscribe to DataRoam 100MB Daily?

You can subscribe to the plan via the following channels

- My Singtel app > Roaming
- Dial \*100# while overseas
- Dial \*7626 in Singapore or SMS \*7626 to 3333 while overseas (Roaming SMS charges apply)

### 4. Do I need to subscribe to another DataRoam 100MB Daily Plan after I have utilised the 100MB bundled data?

If you have fully utilised the 100MB allowance, another DataRoam 100MB Daily Plan will be automatically activated for you at additional charges of \$10 per 100MB. This automatic provisioning of the plan is capped at a maximum of 5 plans per day. This means after your first subscription of the plan, there will only be an additional 4 plans that will be auto-provisioned within the same day.

**5. What happens after I reached the maximum cap of 5 plans?**

There will be no additional charges after the 5<sup>th</sup> plan has been auto-provisioned and you can enjoy unlimited data for the rest of the day.

**6. Will I receive any alerts before a new DataRoam 100MB Daily Plan is auto-provisioned to me?**

Yes, alerts will be sent to you when you have utilised 50% and 90% of your bundled data. In both the 50% and 90% usage alert, you will be informed that another DataRoam 100MB Daily Plan will be auto-provisioned to you. There are also instructions in the alert for you to stop the activation should you want to.

**7. How will I be charged the next day after I reached the maximum cap of 5 plans today?**

If you have also subscribed to DataRoam 100MB Daily for the next day, you will continue to enjoy \$10 per 100MB.

**8. Can I subscribe to DataRoam 100MB Daily in advance?**

Yes, you can subscribe to the plan up to 7 days in advance.

**9. Can I subscribe to DataRoam 100MB Daily and DataRoam Unlimited Daily for the same destination during the same travelling period?**

You can only have 1 active plan per destination, per day and cannot subscribe to both plans for the same day and destination. You can subscribe to both DataRoam 100MB Daily and DataRoam Unlimited Daily for different destinations during the same travelling period.

**10. Can I subscribe to DataRoam 100MB Daily and DataRoam Monthly Recurring Plans during the same travelling period?**

Yes, you can. Data usage will be deducted from the bundled data in your DataRoam 100MB Daily Plan first on the days that you have subscribed to it. If you have fully utilised the 100MB allowance, another DataRoam 100MB Daily Plan will be automatically activated for you at an additional charge of \$10 per 100MB. This automatic provisioning of the plan is capped at a maximum of 5 plans per day.

Data will only be deducted from the bundled data in your DataRoam Monthly Recurring Plan on the days that you do not have a DataRoam 100MB Daily Plan.

**11. Is there Pay-As-U-Roam surcharge for DataRoam 100MB Daily?**

No, there is no Pay-As-U-Roam surcharge.

**12. If I incur pay per use charges on the preferred network in one of the 100 destinations, can I request to backdate a DataRoam 100MB Daily Plan?**

No, we're unable to backdate with DataRoam 100MB Daily. However, we can backdate with a DataRoam Unlimited Daily Plan that starts from \$19/day (admin fee of \$10 applies) to cover your pay per use charges on Singtel's preferred network.



**13. If I have activated DataRoam 100MB Daily and realize that I need more data, can I terminate my DataRoam 100MB Daily Plan and subscribe for DataRoam Unlimited Daily instead?**

Once a DataRoam 100MB Daily Plan has been activated after 00:00hrs of the requested date, you are unable to terminate the plan. However, if you require a bigger data roaming bundle in the subsequent period for your trip, please switch from the DataRoam 100MB Daily to DataRoam Unlimited Daily, before 00:00hrs of the next day.

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## **10. FAQs for In-flight Unlimited Data Plan**

### **1. What are the pre-requisites for subscribing to In-flight Unlimited Data Plan?**

- a. You must have either
  - An AutoRoam or Pay-As-U-Roam service; and
  - GPRS service
- b. You must be a Singtel postpaid mobile customer.

### **2. What are the channels available for me to subscribe to In-flight Unlimited Data Plan?**

You can dial \*100# during a cruising flight to subscribe to the plan.

### **3. Which airlines offer In-flight Unlimited Data Plan?**

OnAir and AeroMobile are currently available on selected aircrafts under Singapore Airlines or other airlines. The cabin crew on the flight will make an announcement if an inflight service is available.

### **4. Can I get connected immediately once I enter the aircraft?**

You can connect to OnAir or AeroMobile network while cruising but not on ground, during aircraft take-off or landing.

### **5. What can I do with In-flight Unlimited Data Plan?**

In-flight Unlimited Data Plan supports messaging optimally. If you'll like to share photos or surf on content & image intensive sites, your experience may not be optimal.

### **6. What is the speed of the In-flight Unlimited Data Plan?**

The network speed of in-flight connectivity is dependent on the in-flight network operators (OnAir or AeroMobile) and the regulations governing air travel. The in-flight network operators are constantly reviewing and innovating their services to provide a better surfing experience for the customers.

### **7. I will be travelling from United Kingdom to Singapore with different time zones. How will I be charged for the In-flight Unlimited Data Plan?**

In-flight Unlimited Data Plan will be activated for 24 hours from the time of activation. If the total travelling time for your flight from United Kingdom to Singapore is less than 24 hours, you will only need to subscribe to one In-flight Unlimited Data Plan. Please check the status of your subscribed plan via My Singtel app > Roaming.

### **8. I will be travelling from Singapore to Japan and will be stopping over in Hong Kong for a few hours. Can I use the In-flight Unlimited Data Plan for both flights?**

If you are transiting or have 2 flights, you will need to purchase 2 plans of Inflight plans; one plan for each flight. If OnAir or AeroMobile network is available on both of your flights, please use the In-flight Unlimited Data Plan within 24 hours from the time of activation. Please check the status of your subscribed plan via My Singtel app > Roaming.

### **9. I have Auto-Subscribed to DataRoam Unlimited Daily, will the In-flight Unlimited Data Plan be automatically activated when I start to use data in the aircraft during a cruising flight?**

In-flight Unlimited Data Plan will not be automatically activated via auto-subscription to DataRoam Daily Unlimited. You will need to subscribe to the In-flight Unlimited Data Plan in order to enjoy unlimited data roaming in the aircraft during a cruising flight.

**10. I have Auto-Subscribed to DataRoam Unlimited Daily. Why am I being activated with a DataRoam Unlimited Daily Malaysia Plan when I am in the aircraft?**

During take-off or landing, a DataRoam Unlimited Daily Plan may be automatically activated due to low elevation of the aircraft, and strong signals from ground levels. To prevent this from happening, please turn on flight-mode on your phone during take-off and landing, and when the aircraft is near your destination.

**11. I have received the SMS check from SIA and would like to continue using data. Will there be any roaming charges if I reply to the SMS?**

Yes, roaming SMS charges will apply based on the prevailing rates.

**12. Are MobileShare lines eligible for In-flight Unlimited Data Plan?**

Yes, MobileShare supplementary lines can sign up for the plan. However, the plan cannot be shared between the main and supplementary lines.

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## 11. FAQs for SMSVoiceRoam 7 Days

### 1. What is the coverage for SMSVoiceRoam 7 Days?

Countries	Zone	Subscription	Bundled Mins	Bundled SMS
Malaysia/ Brunei	1	\$20	30	60
Asia	2	\$20 (U.P. \$40)		
Europe/ US	3	\$60		
Rest of World	4	\$90		

<b>Zone 1</b>	Brunei, Malaysia
<b>Zone 2 - Asia</b>	Australia, Bangladesh, Cambodia, China, Hong Kong, India, Indonesia, Japan, Laos, Macau, Myanmar, New Zealand, Papua New Guinea, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Tonga, Vanuatu, Vietnam
<b>Zone 3 – Europe/ USA</b>	Albania, Austria, Bahamas, Belgium, Bulgaria, Burkina Faso, Canada, Cayman Islands, Costa Rica, Croatia, Czech Republic, Denmark, Dominica, Estonia, Finland, France, Germany, Greece, Guam, Guatemala, Hungary, Iceland, Ireland, Italy, Jersey, Latvia, Lithuania, Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Tahiti, United Kingdom, USA, Ukraine
<b>Zone 4 – Rest of the World</b>	Afghanistan, Algeria, Andorra, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahrain, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia, Botswana, Brazil, British Virgin Islands, Burundi, Cameroon, Chad, Chile, Colombia, Congo DRC, Cote d'Ivoire (Ivory Coast), Cuba, Cyprus, Ecuador, Egypt, El Salvador, Equatorial Guinea, Ethiopia, Faroe Islands, Fiji, Gabon, Gambia, Georgia, Ghana, Gibraltar, Grenada, Guinea Bissau, Guyana, Honduras, In-Flight, Iran, Iraq, Isle of Man, Israel, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Liberia, Liechtenstein, Luxembourg, Macedonia, Madagascar, Malawi, Maldives, Mali, Maritime, Mauritania, Mauritius, Mexico, Moldova, Mongolia, Montenegro, Morocco, Mozambique, Namibia, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Paraguay, Peru, Qatar, Reunion, Rwanda, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, St. Kitts and Nevis, St. Lucia, St. Vincent, Sudan, Suriname, Swaziland, Syria, Tajikistan, Tanzania, Timor-Leste, Togo, Trinidad & Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos, Uganda, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Yemen, Zambia, Zimbabwe

### 2. What are the pre-requisites for subscribing to SMSVoiceRoam 7 Days?

- a. You must have either
  - An AutoRoam or Pay-As-U-Roam service; and
  - GPRS service
- b. You must be a Singtel postpaid mobile customer.

### **3. What are the types of call available for the bundled minutes?**

You can use the bundled minutes for the following type of calls:

- Incoming: User receives an incoming call. This is subjected to re-routed call charges.
- Outgoing Call Local: User makes an outgoing call to a local number in the destination that the user is travelling in.
- Outgoing Call Singapore: User makes an outgoing call back to Singapore

#### **Note:**

1. Roaming voice call is charged on a per minute basis. For USA and Canada, call charges will be incurred after 30 seconds of ringing even if incoming calls are unanswered.
2. Rerouted IDD Calls are incoming calls you received (including rejected calls) while you were overseas and have been rerouted from Singapore to the country you are in. You will be billed the Singtel IDD rate.

### **4. How will I be charged if I have used up the bundled 30 minutes of voice call or 60 SMSes?**

You will be charged at prevailing voice and SMS roaming rates.

### **5. What happens if I subscribe to SMSVoiceRoam 7 Days in the middle of my bill cycle? Will it be subjected to pro-ration?**

This plan is independent of the bill cycle. Hence your subscription and your bundled voice and SMS will not be pro-rated.

### **6. Can I transfer my plan to someone else? What will happen to the plan when I do so?**

Yes, it is possible to transfer your plan. The service will be available to the transferee (Customer B). The transferee follows transferor's (Customer A) tenure.

### **7. Can I have 2 SMSVoiceRoam 7 Days plans of the same zone at any one time?**

No, you are not able to.

### **8. Can I purchase 2 SMSVoiceRoam 7 Days plans of different zones at any one time?**

Yes, you are able to.

### **9. Is SMSVoiceRoam 7 Days a recurring plan?**

No, SMSVoiceRoam 7 Days will automatically deactivate at 12 midnight, 7 consecutive days after the date of activation or upon exhaustion of the bundled minutes and SMS, whichever is earlier.

### **10. Will my call be covered under SMSVoiceRoam 7 Days Asia if I call my friend who is in Korea from Taiwan?**

No, this will be considered Call International, and it will not be covered within the plan.

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## 12. FAQs for Multi-SIM with Roaming

### 1. **Can I roam with all the Multi-SIM Cards?**

This is subjected to foreign network restriction. Hence, it is recommended to turn on ONLY 1 device while roaming.

### 2. **What will happen if I turn on all devices with Multi-SIM Cards while roaming?**

You might not be able to use data on some of your Multi-SIM Cards. This is subjected to foreign network restriction. However, please use any of the devices to send/receive calls and SMS.

*Note: Multi-SIM customers will incur data roaming charges on a per SIM card basis. For instance, a customer with data roaming turned on for 2 devices (and data roam usage detected on both devices) will incur charges on both SIM cards.*

*If you do not wish to incur data roaming charges, please access My DataRoam Settings by activating My SingTel app > Roaming > Usage to disable data roaming before travel.*

### 3. **I have to use 2 Multi-SIM Cards but only wish to use 1 card (assuming card A) to use data while roaming. How can I do so?**

You need to first turn on the device inserted with card A when you are overseas. Then follow by the other device.

*Note: For foreign operators which support 2 simultaneous data sessions, you can use all 2 Multi-SIM cards for data.*

### 4. **When roaming, will all Multi-SIM Cards log on to the same network?**

If the SIM Cards are set to "Auto Selection of Network", it is possible that the different SIM Cards will log on to different operators/networks. To ensure that they log on to a single operator/ network, set the Multi-SIM cards to "Manual Selection of Network" and select your desired network.

### 5. **I have only turned on 2 Multi-SIM Cards using Optus network. Why is it that I can only use data on 1 device?**

Newer devices allow multiple data sessions. For example Blackberry can have 2 data sessions (1 for sending/receiving emails, while another for data/WAP surfing). This is subjected to foreign network restriction. Some of the networks allow only 2 data sessions simultaneously.

### 6. **Can I trigger any of the Multi-SIM Cards to receive calls/SMS while roaming?**

Yes, you can dial \*141# to change the preferred Multi-SIM card for receiving calls/SMS.

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